



Protecting children and youth
Child protection policy, procedures and guidelines

November 2019

1. Introduction

- ◆ The following policy and procedures are a part of European Policy Centre's (CEP) commitment to provide protection, safeguarding and care to children and young people who participate in our programmes and activities.
- ◆ In this document child is defined as any human being below the age of eighteen years, according to the Convention on the Rights of the Child (1989) as well as in accordance with valid regulations of the Republic of Serbia. Youth or young people refers to persons from fifteen until thirty years of age, in accordance with Law on Youth in Republic of Serbia.
- ◆ This policy aims to provide clear direction for the Senior Management Team, staff and volunteers to ensure good standards of practice throughout the organisation.
- ◆ The protection and well-being of children and young people is a national and international requirement. The U.N. Convention on the Rights of the Child upholds the best interests of children and young people and it stipulates that "children have the right to be protected from all forms of violence. They must be kept safe from harm. They must be given proper care by those looking after them."

Who is responsible for helping to keep children and young people safe?

- ◆ These guidelines are specifically targeted at all those in contact with and working directly with children and young people. This includes personnel employed by CEP either in a full-time or part time capacity, including persons employed on a freelance or consultancy basis, associates, trainers etc. They also apply to the Senior Management Team alongside any other young person or adult who is an intern, volunteer or student in contact with or working directly with children and young people within CEP's programmes or activities.
- ◆ As stated this policy and guidelines should both promote and ensure good standards of practice regarding youth work and educational work with children. This document also requests that staff and volunteers in carrying out their duties throughout the organisation adhere to this policy and guidelines and behave in a manner that demonstrates integrity, maturity and sound judgement.

2. Policy Statement

European Policy Centre (CEP) is committed to youth work practice which safeguards the welfare of all children and young people to protect them from physical, sexual and emotional harm and neglect.

CEP will endeavour to carry out by the following:

- ◆ having a code of behaviour for staff and volunteers
- ◆ providing guidelines for the general safety and management of activities.
- ◆ sharing information about this Child Protection Policy document to staff, volunteers, children and young people, parents or guardians;
- ◆ reporting concerns of suspected or disclosed abuse through a designated person to the relevant authority and involving parents, children and young people appropriately;
- ◆ having procedures for effective recruitment and selection of staff and volunteers
- ◆ providing effective management of staff and volunteers through induction, support and supervision and training;
- ◆ designating a senior member of staff to take a lead role in ensuring that the procedures adopted are fully implemented, reviewed, recorded and updated when necessary.
- ◆ delivering Training on Child protection to staff and volunteers.
- ◆ ensuring partner organisations have child protection policies
- ◆ vetting of staff members and volunteers.

3. Code of Behaviour for Staff and Volunteers

The following Code of Behaviour highlights key issues that need to be considered in creating a safe environment for children and young people and especially the behaviours that is expected from CEP's staff and volunteers. These include:

- ❖ Expectations of how staff and volunteers should act towards children and young people
- ❖ Behaviours which should be avoided
- ❖ Unacceptable behaviours
- ❖ Anti-bullying guidelines
- ❖ Guidelines relating to outreach work and working in the community
- ❖ Guidelines relating to residential trainings
- ❖ Guidelines relating to physical contact
- ❖ Sanctions

❖ **Expectations of how staff and volunteers should act towards children and young people**

- ◆ We expect all staff and volunteers to treat all children and young people with dignity and respect at all times.
- ◆ We expect all staff and volunteers to take due care to ensure that they provide a safe environment within all our programmes and activities.

❖ **Behaviours which should be avoided**

- ◆ As a general principle staff and volunteers are advised not to make unnecessary physical contact with children and young people. It may of course be necessary and appropriate to offer comfort and reassurance at particular point in time.
- ◆ Don't spend excessive amount of time alone with children and young people away from others, unless it is unavoidable

NOTE: When it is unavoidable that these things need to happen, you should be open and transparent by letting someone else know what you are doing especially your Programme Manager or parents/guardians.

❖ **Unacceptable behaviours**

- ◆ Ridiculing or rejecting a young person.
- ◆ Leaving children and young people unattended
- ◆ Permitting abusive peer activities e.g. bullying, ridiculing.
- ◆ Engaging in sexually provocative games

- ◆ Allowing or engaging in inappropriate touching of any form
- ◆ Allowing young people to use inappropriate language unchallenged
- ◆ Making sexually suggestive comments about or to a young person (unacceptable in any case)
- ◆ Letting allegations a young person makes go unchallenged or unrecorded
- ◆ Doing things of a personal nature for a young person that they can do themselves
- ◆ Allowing unknown adults' access to young people, especially if collecting them from group sessions, residential etc.
- ◆ Supervising young people whilst under the influence of alcohol or other drugs
- ◆ Putting young people at risk

❖ Anti-bullying guidelines

Bullying can be:

- **Physical:** pushing, kicking, hitting, pinching, threats etc.
- **Verbal:** name-calling, sarcasm, spreading rumours, persistent teasing, put downs
- **Emotional:** tormenting, threatening ridicule, humiliation, exclusion from groups or activities
- **Racist, Sexist or Homophobic:** taunts, graffiti, gestures
- **Sexual:** unwanted physical contact, abusive comments

Children and young people have the right to an environment free from any form of harassment, bullying or intimidating behavior. Harassment and bullying can occur anywhere and individual responsibility extends to an awareness of the impact of personal behavior that could cause offence to another person and make them feel uncomfortable or threatened. Harassment and bullying is behavior that is destructive and will not be tolerated. Trainers, youth workers and all staff/volunteers working with children and young people should respond to complaints of harassment or bullying and deal with all complaints in a prompt and supportive manner. When an allegation is made the youth worker in charge of the programme has a duty to investigate. If an allegation is found to be substantiated a number of options are available. These include: Talking to the young person who committed bullying and warning them of future conduct or even dismissing the young person from the programme. Trainer/youth worker will need to make a judgement on informing parents or guardians depending on the nature of the conduct. A full record of the allegation and investigation should be recorded, discussed with the Programme Manager involved and kept in a secure place. Parents or guardians should be made aware of the Complaints Procedure through the Parent Information Pack. (see Appendix 1) This should take place at the start of a programme. Any host or partner organisations should also be made aware of this to ensure compatibility.

4. Guidelines for the General Safety and Management of Activities

Responsibility

- ◆ Health and safety issues need to be discussed and agreed with the children and young people both in the planning and delivery of programmes/activities.
- ◆ Ultimate responsibility for children and young people's health and safety lies with the staff person in charge of the programme. The staff person should be acting as a careful parent would, *In Loco Parentis*.
- ◆ If a programme/activity is organized and delivered in partnership with another organisation this need as part of the initial contract.

Supervision

- ◆ There should be adequate supervision ensured at all times. This will vary depending on the needs of the group, age group of participants, vulnerability of children/young people, gender breakdown and the overall nature of the activities involved.
- ◆ With regard to ratios of staff activity leaders and children/young people it is preferable to have 2 leaders for groups of 12 or more. There should be one additional staff member for every ten extra children and/or young people unless young person is aged 15-18 years. Please see ratios detailed below.
- ◆ In relation to mixed gender groups it is preferable to have a staff activity leader of each gender. This is particularly important in instances of residential trainings. It is also preferable to have a Qualified Youth Worker present at residential especially during sleeping hours.

Also due consideration needs to be given to the following:

- ❖ Ensuring that all the children and young people are not left in a vulnerable position and at risk
- ❖ High level of transparency to ensure relevant workers, local community and children's rights/youth organisations know what you are doing.
- ❖ Appropriate levels of training, experience and support, of staff/volunteers

The following staff/volunteer to young people ratios are recommended;

7-10 years = 1 member of staff/volunteer to 8 of children
11-14 years = 1 member of staff/volunteer to 10 of children
15-18 years = 1 member of staff/volunteer to 12 young people
18-30 years = 1 member of staff/volunteer to 15 young people

Depending on the nature of activities eg. Residential trainings, daytrips or outdoor pursuits, it is important to complete a risk assessment and consider if additional staff members are needed.

First Aid

- ◆ If at all possible it is useful to have someone with a First Aid qualification. It is recommended that all those working directly with children and young people including staff and volunteers should complete Emergency First Aid Training.
- ◆ Staff activity leaders should be aware of any medical needs children and young people have and any medication they are currently taking. This should also include information concerning allergies and reaction to foods e.g. peanuts.

Fire Safety

- ◆ All those in a Leadership role should be aware of the location of fire exits and fire extinguishers and ensure the fire exits are unlocked. Please ensure young people know the fire drill of the premises. Fire drills should be conducted on a regular basis to ensure that all young people know the evacuation procedure to follow in the event of a real fire. A record should be kept of these.

Safe Games

- During games of icebreakers and energisers within training activities, it is necessary to be aware of the risks of physical injury and guard against these. Also consider the physical environment and remove/avoid items that may cause injury during any activity.
- Games should be facilitated in a non threatening environment and account should be taken of physical and emotional abilities. Consideration must also be given to young people who have particular medical needs.

Emergencies

- Please do not hesitate to seek advice from your Programme Manager or other Senior Members of staff in dealing with emergency situations.
- You should record details and the accident report form is attached for this purpose. (Appendix 3)

Information

- It is necessary to have basic information on the children and young people you are working with. This includes name, address, contact details and medical information which is obtained on a Participant Information Form. (see Appendix 1).

Transport

- Delivering educational and youth work programmes can involve transporting children and young people, whether this is during the day or evening or to and from a residential programme. Youth workers should observe the guidelines below to help ensure protection for them and the young people involved.
- Before transporting young people it is good practice to agree a code of behaviour within the contract especially if you are transporting large numbers on a bus or hired transport.
- You should avoid transporting a child/young person on your own if at all possible. If you are transporting someone on their own make sure someone else knows about it to ensure transparency at all times and they travel in the rear seat. As stated by law seat belts must be worn. Drivers should be aware of the limitations of third party insurance for transporting young

people. Drivers must check with their Insurance Company regarding the adequacy of passenger liability and ensure they are covered for using a car for business purposes.

- All drivers for minibuses must ensure that their licence permits them to drive the vehicle. The D licence is required for vehicles with sixteen seats or more. The law states that it is the driver's responsibility to make sure that the vehicle is in a road-worthy condition before use. Failure to do so may result in the driver being legally liable in the event of any accident. Therefore, each driver must carry out a range of checks to ensure the road-worthiness of the vehicle.
- When hiring a taxi, minibus or larger bus, it is the responsibility of the staff to verify the legality and insurance cover of the operator prior to the use of the transport. If in doubt, ask to see a copy of the operator's insurance cover and operator's licence.
- All minibuses require seats with seat belts/restraints, and with the seats facing forward. The ratio is one child per seat belt. Seat belts must be worn and again it is the driver's/leader's responsibility to enforce this.
- Try and make sure that a leader is standing at the door when young people are loading and unloading. Be aware of other vehicles nearby. Leaders must accompany young people in minibuses and should, where possible, sit amongst the young people. Preferably, a leader should sit near the exit points of a vehicle.
- A written report of any accident should be made as soon as possible after the event. An accident report form is attached in Appendix 3. A copy of this should be made and sent to the Management to be kept in the Accident Book.
- Please make sure the minibus is equipped with a First Aid Kit and Fire Extinguisher and familiarise yourself with them.

❖ **Guidelines relating to outreach work and working in the community**

Outreach work is one of features of youth work practice. Outreach work for the purpose of this document is defined as any work undertaken with young people outside of buildings i.e. on streets, parks, villages, etc.

The following are some key areas of consideration for both outreach work and working in communities:

Risk Assessment

It is good practice to carry out a risk assessment before any work is undertaken. All youth work activities carry a certain element of risk. It is good practice to carry out a Risk Assessment beforehand to judge whether it is a high or low risk activity and as a result ensure proper controls are in place to reduce the risk. A framework and examples are included in Appendix 2.

There may be heightened tension in local communities at different times of the year or as a result of political tensions. Any changes to a programme due to unrest needs to be discussed and agreed with the relevant Programme Manager in advance.

Working as a Team

During initial contact stages with young people it is recommended to undertake this work with another member of staff. If a staff member is working alone please ensure another adult i.e. local community contact coordinator/manager knows where you are.

Equipment and Resources

At all times the workers should carry a mobile telephone. This will ensure that they can make contact in an emergency and can be contacted if needed.

Community Contact

Please make yourself known to the local community through contact with a local community or children's rights/youth organisation to ensure they know who you are and what you are doing. It is advisable to organise a meeting before any project starts so everyone is clear about the overall aims of the project and more specifically roles and responsibilities. Agreeing a contract will ensure these issues are taken into account.

❖ **Guidelines relating to Residential trainings and Visits**

There are undoubted benefits to be gained from residential trainings and visits especially through international work. Alongside taking account of the issues detailed above the following should also be considered;

Keeping Contact

If you as staff/volunteer are on residential training, your phone number should be left with parents or guardians. Also when you are on residential, a contact phone number, address and names and contact number should be left with your Programme Manager. Make sure that you are contactable at all times and that you can make phone calls in emergencies.

Travel

With regard to international travel appropriate travel insurance should be taken out through the Insurance company, passports should be current.

❖ **Guidelines relating to physical contact**

As a general principle staff/volunteers are advised not to make unnecessary physical contact with young people. It may of course be necessary and appropriate to offer comfort and reassurance at any given time.

❖ **Sanctions**

Failure to adhere to CEP's policies and procedures may result in sanctions being applied to the following:

- Disciplinary procedure for staff. A disciplinary procedure should be in place and included in the Human Resources Manual.
- Persons employed on a free lance or consultancy basis who fail to adhere to CEP's policies and procedures will have their contracts terminated
- Volunteers who fail to adhere to CEP's policies and procedures will have their volunteering opportunities withdrawn.

5. Sharing Information

CEP is committed to sharing information about our activities, Child Protection Policy and Procedures, with staff, volunteers, children, young people and parents/guardians.

- Children, young people and young adults alongside parents and guardians receive information at the start of programmes through an Information Pack regarding an outline of the programme, expectations, the names of those responsible for running the programme and venue, duration and times of contact. This Information Pack (Appendix 1) also contains a brief overview of our Child Protection Policy and Procedures and Complaints Procedures
- ◆ Children and young people are informed of:
 - the legal obligation pertaining to confidentiality at the contracting stage of new programmes.
 - the positive behaviours they should expect from staff and volunteers
- Parents and guardians are given a brief overview of the Child Protection Policy including
 - CEP's statement on confidentiality at the start of programmes in the Parent/Gardian Information Pack. (Appendix 1)
 - the positive behaviours they should expect from staff and volunteers
- ◆ As stated staff and volunteers receive information through the Introduction Training.
- ◆ A record is also kept in personnel files of staff and volunteers receiving and understanding CEP's "Child protection policy, procedures and guidelines" document.
- ◆ Written consent is sought for all activities involving young people under 18 years of age from those with parental responsibility. Young adults, those 18 and over, also sign consent forms. A record of these is kept in project files.
- ◆ Complaints procedures are shared with staff and volunteers during induction and with children and young people and their parents or guardians at the start of programmes. These complaints are addressed through Senior Management. (see Appendix 4)
- ◆ All confidential records are stored in secure CEP's premises. In keeping with Data Protection principles these are only shared when necessary with relevant funders for monitoring purposes and with Social Services if needed.

6. Reporting procedure for suspected or disclosed abuse

CEP staff accept their moral and legal responsibilities in dealing promptly and effectively to concerns and disclosures regarding children and young people and allegations against a staff member or volunteer.

A concern relates to:

- ◆ the possibility of a child or a young person suffering harm.

A disclosure involves:

- ◆ a child or a young person telling a staff member or volunteer of abuse or harm taking place.

An allegation against a member of staff or volunteer can involve:

- ◆ concerns about their behaviour towards children or young people.

Confidentiality

The legal principle that “the welfare of the child is paramount” means that consideration of confidentiality should not be allowed to override the right of children and young people to be protected from harm.

There is also a legal obligation to pass on information concerning suspected or actual abuse of a child or young person. Any failure to do so may leave the person involved legally liable.

Responsibility

At the first point of contact with children/young people staff members and volunteers should be:

- ◆ Giving out information packs to both children/young people and parents (Appendix 1) highlighting the following
 - “Child protection policy, procedures and guidelines” Policy Statement;
 - Making it absolutely clear that there is a legal obligation to pass on information concerning suspected or actual abuse.
- ◆ Discuss and confirm behaviours expected from:
 - Children and young people towards each other
 - Staff members and volunteers towards children and young people

If information does become available concerning suspected or actual abuse, the staff member or volunteer should make it absolutely clear to the person involved that the information will be passed on to a Designated person within the organisation and in accordance with the reporting procedures as detailed below.

Procedure for concerns regarding suspected or disclosed abuse

1. Allegation/suspicion/concern noted and documented on Cause for Concern Form – see Appendix 5 (staff are advised of this form during Induction and Child Protection Training). **This needs to be completed as soon as possible after the incident occurs. Please ensure sensitivity to the young person involved especially with regard to reporting their story.**
2. Report immediately to your Programme Manager. If they are unavailable report to Designated Person- see below

- The Programme Manager reports to the **Designated person:**
Branko Birač - Mobile Number +381 66 305 105

OR if they are unavailable please report to the

- **Ranka Miljenović – Executive Director - Mobile Number +381 64 22 92 672 (Please leave message on answering machine if not answered)**

3. The Designated person consults with the Executive Director and if deemed necessary, reports to Centre for social work or Police.

In severe emergency call the telephone numbers listed Police – 192, Ambulance – 194, Fire department – phone number 193

Reporting procedures regarding allegations against a member of staff or volunteer

◆ Allegations against a member of staff

1. Allegation against a staff member is documented on Cause for Concern Form – see Appendix 5. Staff members who receive allegations concerning themselves are required to complete this form and forward to their Programme Manager who should forward this to the Executive Director. This needs to be completed as soon as possible after the allegation is received.
2. Staff member informed and investigatory meeting carried out with Programme Manager, Executive Director and Senior Management Team.
3. Information forwarded to Center for Social Work confirming conclusions of investigatory meeting and follow up actions, if required.
4. Possible suspension/disciplinary action.
5. Following the above procedure and whether the allegation is substantiated or not the Programme Manager should agree follow up actions with the Executive Director.

◆ **Allegations against a volunteer**

1. Allegation against a volunteer is documented on a Cause for Concern form – see Appendix 5. This needs to be completed as soon as possible after the allegation is received.
2. Volunteer informed and investigatory meeting held with Programme Manager, Executive Director and Senior Management Team.
3. Information forwarded to Center for Social Work confirming conclusions of investigatory meeting and follow up actions, if required.
4. Possible withdrawal of volunteering opportunities.
5. Following the above procedure and whether the allegation is substantiated or not the Programme Manager should agree follow up actions with the Executive Director.

7. Recruitment and Management of Staff and Volunteers

CEP is committed to effective management of staff and volunteers. This includes the following activities:

◆ **Safe recruitment**

During recruitment procedure, a candidate for position in CEP in the beginning passes first round of selection which consist of submission of CV, motivational letter and at least two references; second round consists of completing competence test and psychological test; third round is an interview with Senior Management Team and also includes checks of references provided. In the end, candidate is asked to provide Certificate of non-conviction (issued by Ministry of Interior, which can be ordered from E-government website) to prove that a candidate has a clear criminal record and that none. If position is intended for any type of work with children and/or youth, in all these stages, from vacancy announcement through tests and interviews, the importance of children protection and safeguarding is accented, with references to this “Child protection policy, procedures and guidelines” document. Candidates for position working with children/youth will also answer questions related to their experiences in working with children/youth on a detailed and thorough interview.

◆ **Induction**

Staff and volunteers through their induction receive a copy of “Child protection policy, procedures and guidelines“. They also sign a record of receiving and understanding this policy. This record of induction is kept in their personnel files. It is also compulsory for all staff that will be working directly with children and young people to complete the Child Protection training, prepared and delivered by Designated person.

◆ **Probationary periods (staff)/ trial periods (volunteers)**

All appointments are conditional on satisfactory completion of a 6 months probationary period for staff and a 3 month trial period for volunteers.

◆ **Support and Supervision**

This allows staff and volunteers to identify training needs and access support for dealing with difficult issues.

◆ **Performance Appraisal**

This provides a means for enhancing support and supervision in order to highlight future support and training needs.

◆ **Staff Training**

Aforementioned Child Protection training is a one-day training program intended for all staff who will working directly with children and young people, including trainers and possible peer educators, prepared and delivered by Designated person.

List of Appendices

1. Parent/Guardian Information Pack
2. Risk Assessment
3. Accident Report Form
4. Complaints Procedure
5. Cause for Concern Form

PROGRAMME INFORMATION FOR PARENTS/GUARDIANS

Project Information Form

PROJECT NAME:

Outline of the project:

Expectations for the children/young people taking part:

Venue:

Duration:

Project coordinator's name and contact:

If you have any issues or concerns in relation to the programme, please contact the Project coordinator above.

Participant Information Form
(PARTICIPANTS AGED 7 - 18 YEARS)

ALL SECTIONS OF THIS FORM MUST BE COMPLETED

BY THE PARTICIPANT'S PARENT/GUARDIAN* THEN SIGNED, DATED AND RETURNED TO THE ADDRESS AT THE BACK OF THE FORM OR HANDED BACK TO THE PROJECT COORDINATOR IN CHARGE OF THE PROGRAMME:

General Information about Applicant/participant

(please PRINT)

FIRST NAME: _____ SURNAME: _____

PARENTS SURNAME IF DIFFERENT: _____

FULL ADDRESS: _____

_____ POST CODE: _____

HOME TEL No: _____ MOB TEL No: _____

AGE:

DATE OF BIRTH: ___/___/___

Applicant's Medical and other USEFUL Information

THE APPLICANT HAS BEEN VACCINATED AGAINST: (please tick which)

TETANUS MEASLES CHOLERA
DIPHTHERIA RUBELLA

DOES THE APPLICANT SUFFER FROM POOR EYESIGHT OR DIZZY SPELLS? YES/NO

If yes, please give details _____

DOES THE APPLICANT SUFFER FROM: ASTHMA YES NO
DIABETES YES

IS THERE ANYTHING ELSE THAT WE SHOULD BE AWARE OF (SUCH AS DYSLEXIA) WHICH MAY AFFECT THE YOUNG PERSON'S PARTICIPATION ON THE PROGRAMME.

**European Policy Centre HAS
CHILD PROTECTION POLICIES & PROCEDURES.**

ALL STAFF ARE VETTED AND UNDERGO TRAINING, TO ENSURE THAT WE PROVIDE A SAFE ENVIRONMENT FOR CHILDREN AND YOUNG PEOPLE.

PHOTOGRAPHS AND/OR VIDEO'S ARE TAKEN ON SOME OCCASIONS WHICH MAY BE USED FOR P.R. OR KEPT IN OUR ARCHIVES.

HAVE YOU ANY OBJECTION TO THESE IMAGES BEING USED FOR P.R. PURPOSES?

Yes *No*

Parent/Guardian Information

THE NAME THAT APPEARS BELOW SHOULD BE THE PERSON THAT WE WILL NORMALLY CORRESPOND WITH, WHEN NOT DIRECTLY WRITING TO THE INDIVIDUAL STUDENT HIM/HERSELF.

PLEASE PRINT:

RELATIONSHIP TO THE APPLICANT: _____

YOUR FIRST NAME: _____

YOUR SURNAME: (ONLY IF DIFFERENT FROM APPLICANT) _____

Parent/Guardian* (if under 18 years)

DATE: _____

SIGNED: _____

EUROPEAN POLICY CENTRE

PROTECTING CHILDREN AND YOUTH - POLICY STATEMENT

EUROPEAN POLICY CENTRE (CEP) is committed to youth work practice which safeguards the welfare of all children and young people to protect them from physical, sexual and emotional harm and neglect.

1. Code of Behaviour

The Code of Behaviour aims to provide clear direction for staff and volunteers to ensure good standards of youth work practice throughout their activities when working with children and young people.

2. General Safety and Management of Activities

A detailed list of guidelines relating to the safety and management of activities is also included.

3. Sharing Information

CEP is committed to sharing information about our activities and our Child Protection Policy and Procedures to staff, volunteers, children, young people and to parents/guardians. All confidential records are stored in secure CEP premises. In keeping with Data Protection principles these are only shared when necessary with relevant funders for monitoring purposes.

4. Reporting Concerns of Suspected Abuse

Confidentiality

Everyone in our organisation, including children and young people are made aware that there are some situations in which confidentiality needs to be broken; specifically, if you are concerned that a person is in danger, either to themselves or to someone else, or that suspected abuse has occurred and an offence may have been committed

Therefore there is a legal obligation on anyone accepting responsibility for children and young people to provide adequate care or to pass on information concerning suspected or actual abuse of a child. Any failure to do so may leave them legally liable.

CEP staff and volunteers are made aware of the procedures for reporting suspected or disclosed abuse through induction, training and supervision.

5. Recruitment and Management of Staff and Volunteers

European Policy Centre is committed to effective management of staff and volunteers. This is carried out through the following:

- Safe recruitment
- Induction
- Probationary periods (staff)/ trial periods (volunteers)
- Support and Supervision
- Performance Appraisal
- Staff Training

6. Staff Responsibilities A senior member of staff of CEP staff is responsible for taking the lead role of Designed person in ensuring that the procedures adopted are fully implemented, reviewed, recorded and updated when necessary.

RISK ASSESSMENT - ACTION PLAN (template and examples)

<u>Area of Risk</u>	Risk Weighting (High or Low)	Controls in Place	Actions Proposed	Action by	Action Taken
Child/Young person being injured	High	Contract agreeing behaviour	Accept and monitor risk	Trainer/Youth worker	

COMPLAINTS PROCEDURE

European Policy Centre has a complaints procedure which enables concerns or complaints from children, young people and their parents or guardians to be dealt with in the appropriate manner. This procedure is explained below. Complaints will be dealt with at senior management level, through our office on +381 11 40 82 265

Procedure

This procedure has been drawn up to establish the appropriate steps to be followed when pursuing and dealing with a complaint. The procedure contains three stages. However, as it is the aim of this procedure to settle matters at the earliest practicable moment, and at the first possible appropriate management level.

Stage 1 - Submission of Complaint

When a parent/guardian or a child/young person feels aggrieved on any matter she/he should discuss the problem initially with the Trainer/Youth Worker/Coordinator responsible for the programme. They will attempt to resolve the issue, consulting where necessary the other members of management. The worker should, however, reply to the complaint as soon as possible, and in any case, within three working days from the time the complaint was first raised.

Stage 2 - Involvement of Programme Manager

If the parent/guardian or child/young person with the complaint is not satisfied with the reply from the Trainer/Youth Worker/Coordinator, or has not received a reply within three working days she/he may request him/her to raise the matter to Programme Manager.

On receipt of such a request the Programme Manager shall make arrangements to hear the complaint. It is the responsibility of the Programme Manager to make arrangement for the hearing to be held within ten working days of the complaint being raised with him/her.

Stage 3 - Involvement of Executive Director

If the parent/guardian or young person with the complaint is still not satisfied with the reply, she/he may request him/her to raise the matter with the Executive Director.

On receipt of such a request the Executive Director shall make arrangement to hear the complaint. It is the responsibility of the Executive Director to make arrangements for the hearing to be held within ten working days of the complaint being raised with him/her

Reference to the Executive Director is the final stage of the complaint.

CAUSE FOR CONCERN FORM

Once this form is completed pass it **IMMEDIATELY** (within 24 hours) to the next appropriate/available person i.e Programme Manager ⇒ Executive Director

Staff Details

Name

Position

Child/Young Person's details

Name

Address

Date of Birth

Tel No

Name of Project

Parent/Guardian

Any other relevant details:

Give details of your 'Cause for Concern'

Why do you suspect abuse? How did you get this information? What exactly did the young person say and do? Any other relevant information?

Any medical attention required? Give details

What future action do you believe is required?

Signed

Date